

HUMAN RESOURCES ASSISTANT

DEFINITION:

Under general supervision, provides varied and responsible office and technical support for the City's human resources activities; perform related work as required.

CLASS CHARACTERISTICS:

This is an at-will confidential position reporting to the Assistant to the City Manager/Human Resources Manager. Successful performance in this class requires well-developed office support skills and the ability to learn and apply technical knowledge related to human resources functions such as recruitment and selection, benefits administration, personnel record keeping, workers compensation, salary and classification, and other related activities. Technical knowledge and skill as well as the utmost confidentiality are required, and these characteristics distinguish this class from the general office support classes.

IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

1. Receive visitors and answer general inquiries regarding Human Resources Office procedures and functions, and transfer and refer calls as appropriate.
2. Retrieve messages from the City's Job Hotline and web site and send out the requested application materials.
3. Review application materials to determine if they are complete and send out appropriate post cards to applicants regarding the completeness of their application materials.
4. Assist with the preparation of oral board interview binders and related materials.
5. File personnel, workers compensation and disability documentation in appropriate files.
6. Prepare and update a variety of letters, reports, policies and other human resources documents utilizing a personal computer.
7. Assist with the processing of various employee benefits forms.
8. Prepare forms and boxes of records for off site storage.
9. Prepare invoices for signature by department director and forward approved documents to the Finance Department for processing.
10. Proofread and check typed materials for accuracy and completeness.
11. Enter and retrieve data using a computer-based records system.
12. Prepare and update a variety of reports, which may require the use of

HUMAN RESOURCES ASSISTANT

mathematical calculations.

13. Copy and distribute information to other City staff and outside agencies as appropriate and follow-up as required.
14. Operate standard office equipment including, but not limited to, copier, fax machine, calculator, typewriter, personal computer, folding machine, and telephone.
15. Distribute internal and external Human Resources Office mail.
16. Perform other related work as assigned.

MARGINAL/PERIPHERAL JOB FUNCTIONS:

1. Back-up other department support staff as needed.
2. Complete conference, meeting, and training registration forms for staff in functional area. May also make appropriate travel reservations.
3. Schedule appointments and conference rooms as needed.
4. May be required to drive to other City offices to pick-up or drop-off materials and may be required to drive to other locations to pick up supplies and other materials needed by staff in Human Resources.
5. Assist with the proctoring of selection process examinations.
6. Administer keyboarding exam and other written examinations/exercises to job applicants.

QUALIFICATIONS:

Knowledge of:

1. Standard office administration procedures and practices, including business letter writing and the operation of common office equipment, including the use of a personal computer.
2. Record keeping, report preparation and filing methods.
3. Correct English usage, including spelling, grammar, and punctuation.

HUMAN RESOURCES ASSISTANT

Skill in:

1. Providing varied office administrative and clerical assistance with a minimum of supervision.
2. Answering inquiries and providing factual, technical information regarding the activities of the Human Resources Office.
3. Making accurate mathematical calculations.
4. Developing and maintaining effective working relationships with those contacted in the course of the work.
5. Prioritizing work, coordinating several activities, and following-up as required.
6. Using initiative and sound independent judgment within established guidelines.
7. Keyboarding accurately at a rate of 40 net words per minute from printed copy.
8. Customer service techniques and practices.
9. Personal computer operations and word processing applications.

Ability to:

1. Rapidly learn the specific procedures related to the work, including the use of a computer for word processing and records inquiry, under limited supervision.
2. Communicate tactfully and effectively with the public and City staff.
3. Maintain effective working relationships with other City staff.
4. Use appropriate discretion and confidentiality regarding various Human Resources Office matters.
5. Prepare and update a variety of detailed reports and documents.
6. Use initiative and sound judgment within established guidelines.

JOB REQUIREMENTS:

1. Equivalent to graduation from high school.
2. Three years of responsible office administrative experience with at least one year of experience in human resources or payroll or in an executive secretary role that required the handling of confidential matters and documents.
3. College level course work or other training that would provide familiarity with human resources issues is highly desired.

HUMAN RESOURCES ASSISTANT

4. Possession of a valid California Class C driver's license in compliance with City driving standards.

MACHINES/TOOLS/EQUIPMENT UTILIZED

1. Reports, forms, pencils and pens
2. Computer monitor, keyboard and printer
3. Copy machines
4. Fax machines
5. Telephone, telephone panel, and telephone headset
6. Typewriter
7. Calculator
8. Folding machine
9. Automobile

PHYSICAL DEMANDS:

1. Mobility
2. Speaking/hearing
3. Seeing
4. Sitting/standing
5. Manual dexterity
6. Speed in meeting deadlines
7. Lifting up to 30 lbs.

ENVIRONMENTAL AND ATMOSPHERIC CONDITIONS:

1. Indoors: normal office conditions, 99% of the time
Travel: varying conditions, 1% of the time
2. Noise level: conducive to office setting
3. Lighting: conducive to office setting
4. Flooring: low level carpeting
5. Ventilation: provided by central air conditioning
6. Dust: normal, indoor levels